

E-LEARNING USER GUIDE

This document provides you step-by-step instructions on how to access and manage your E-Learning courses.

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First time access to e-learning

Step 1 – Create your login with a Windows Live™ ID account

Go to - <https://signup.live.com/signup.aspx?rollrs=12&lic=1>

IMPORTANT – If you have any issues creating your Live ID, please go to the Live ID Help Center at:
<http://explore.live.com/windows-live-help-center> or submit a question here:
<http://windowslivehelp.com/product.aspx?productid=10>

After you arrive on the sign up page, your first step is to click on ‘Or get a Windows Live e-mail address’.

Windows Live - Windows Internet Explorer

http://signup.live.com/signup.aspx?nolms=1&... Bing

Sign up - Windows Live

Windows Live™ Sign in

Create your Windows Live ID

It gets you into all Windows Live services—and other places you see

All information is required.

If you use **Hotmail, Messenger, or Xbox LIVE**, you already have a Windows Live ID.
[Sign in](#)

Use your e-mail address:
Or [get a Windows Live e-mail address](#)

Create a password:
6-character minimum; case sensitive

Retype password:

First name:

Last name:

Country/region:


State:

ZIP code:

Gender: ☐ Male ☐ Female

Birth year:

Enter the characters you see
[New](#) | [Audio](#) | [Help](#)



Clicking **I accept** means that you agree to the [Microsoft service agreement](#) and [privacy statement](#). You also agree to receive e-mail from Windows Live, Bing, and MSN with service updates, special offers, and survey invitations. You can unsubscribe at any time.

Next you enter the email address of your choice and select either '@hotmail.com' or '@live.com'.

The screenshot shows the Windows Live ID creation page in a Windows Internet Explorer browser. The page title is "Create your Windows Live ID". Below the title, it says "It gets you into all Windows Live services—and other places you see" and "All information is required.".

There are four red callout boxes with arrows pointing to specific parts of the form:

- Box 1: "Enter any Live ID you would like." points to the "Windows Live ID:" text input field containing "HELPSitetest".
- Box 2: "Click here to check availability of your selection" points to the "Check availability" button.
- Box 3: "Select hotmail.com or live.com" points to the domain dropdown menu, which is currently set to "hotmail.com".
- Box 4: "Use this Windows Live ID to sign in to Windows Live sites and services." points to the "Sign in" link above the domain dropdown.

The form includes the following fields and options:

- Windows Live ID: HELPSitetest
- Check availability button
- Or use your own e-mail address (link)
- Create a password: (text input)
- 6-character minimum; case sensitive (text)
- Retype password: (text input)
- Alternate e-mail address: (text input)
- Or choose a security question for password reset (link)
- First name: (text input)
- Last name: (text input)
- Country/region: United States (dropdown)
- State: Select one (dropdown)
- ZIP code: (text input)
- Gender: ☐ Male ☐ Female
- Birth year: Example: 1990 (text input)
- Enter the characters you see (text input)
- New | Audio | Help (links)
- Image: T5p9E5KOM

Enter the password of your choice. Be sure to select a password you can remember. Also, click on 'Or choose a security question for password reset'.

The screenshot shows the Windows Live ID creation page in a Windows Internet Explorer browser. The address bar shows the URL <https://signup.live.com/signup.aspx?rollrs=12&lic=1>. The page title is "Sign up - Windows Live". The main heading is "Create your Windows Live ID" with a subtext: "It gets you into all Windows Live services—and other places you see. All information is required." Below this, there is a link for existing users: "If you use **Hotmail, Messenger, or Xbox LIVE**, you already have a Windows Live ID. [Sign in](#)". A green checkmark indicates that the email address "HELPSitetest@hotmail.com" is available. The "Windows Live ID" field contains "HELPSitetest" and the domain is "hotmail.com". There is a "Check availability" button and a link "Or use your own e-mail address". The "Create a password" section has two fields: "Create a password:" and "Retype password:", both containing six dots. A note below says "6-character minimum; case sensitive". To the right of these fields is a strength indicator showing "Strong" in green. Below the password fields is an "Alternate e-mail address:" field. A link "Or choose a security question for password reset" is present. The "First name:" and "Last name:" fields are empty. The "Country/region:" dropdown is set to "United States". The "State:" dropdown is set to "Select one". The "ZIP code:" field is empty. Two red annotations are present: a box on the left says "Make sure you create a strong password that you can remember." with an arrow pointing to the password fields; another box below it says "Click here." with an arrow pointing to the "Or choose a security question for password reset" link. A text box on the right explains password strength: "Strong passwords contain 7-16 characters, do not include common words or names, and combine uppercase letters, lowercase letters, numbers, and symbols."

Windows Live - Windows Internet Explorer

<https://signup.live.com/signup.aspx?rollrs=12&lic=1>

Sign up - Windows Live

Create your Windows Live ID

It gets you into all Windows Live services—and other places you see. All information is required.

If you use **Hotmail, Messenger, or Xbox LIVE**, you already have a Windows Live ID. [Sign in](#)

✓ HELPSitetest@hotmail.com is available.

Windows Live ID: HELPSitetest @ hotmail.com

[Check availability](#)

[Or use your own e-mail address](#)

Create a password: ●●●●●●

Retype password: ●●●●●●

Alternate e-mail address:

[Or choose a security question for password reset](#)

First name:

Last name:

Country/region: United States

State: Select one

ZIP code:

Strong

Strong passwords contain 7-16 characters, do not include common words or names, and combine uppercase letters, lowercase letters, numbers, and symbols.

Make sure you create a strong password that you can remember.

Click here.

Choose a security question that is easy to remember:

Windows Live - Windows Internet Explorer

https://signup.live.com/signup.aspx?rolls=12&lic=1

Windows Live™ Sign in

Create your Windows Live ID

It gets you into all Windows Live services—and other places you see. All information is required.

If you use **Hotmail, Messenger, or Xbox LIVE**, you already have a Windows Live ID. [Sign in](#)

✓ HELPsitetest@hotmail.com is available.

Windows Live ID: HELPsitetest @ hotmail.com

[Check availability](#)

[Or use your own e-mail address](#)

Create a password: 6-character minimum; case sensitive

Retype password:

Question: **Select one**

Secret answer: **Select one**

First name: Favorite teacher

Last name: Grandfather's occupation

Country/region: United States

State: Select one

ZIP code:

Gender: ☐ Male ☐ Female

Birth year: Example: 1990

Enter the characters you see

[New](#) | [Audio](#) | [Help](#)

T5D9K5K0M

Choose the question that you prefer.

If you forget your password you can use your secret answer to verify your identity.

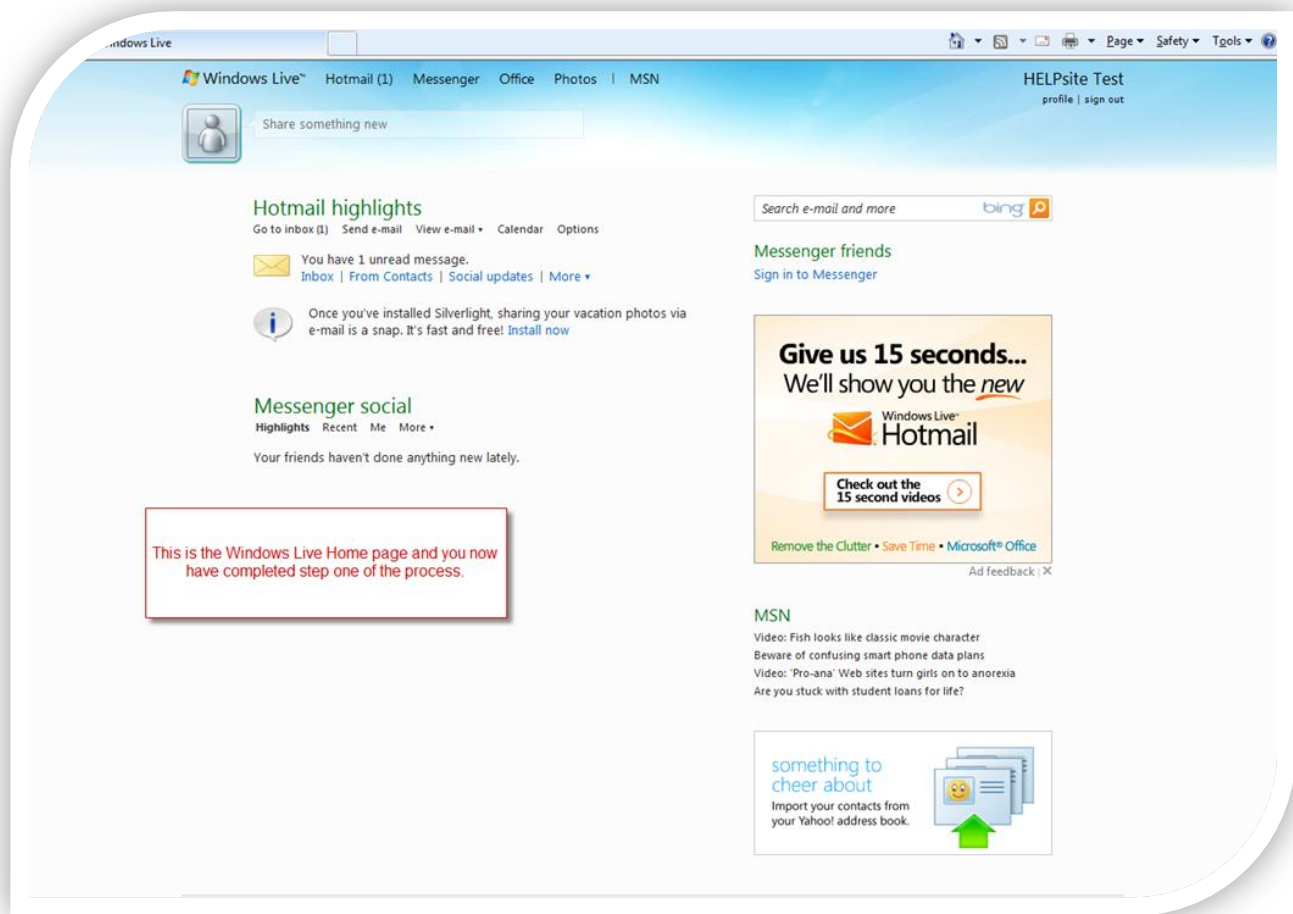
Enter your First Name, Last Name, Country, State, Zip code, Gender, Birth year and the characters shown on the screen:

Enter your First Name, Last Name, Country, State, Zip code, Gender, Birth year and the characters presented to you on the screen.

Read the service agreement and privacy statement and then click 'I Accept':

Read the service agreement and privacy statement and then click 'I accept'.

Arrive at the Windows Live home page and now you have completed Step 1.



Be sure to write down your Windows Live ID information since you will need this each time you access your E-Learning courses.

Step 2 – Redeem your access code

Go to <http://helpstudent.microsoftlearning.com> and click 'Sign in' in the upper right hand corner.

The screenshot shows the Microsoft Higher Education Learning Program website. The browser is Windows Internet Explorer. The address bar shows <http://helpstudent.microsoftlearning.com/>. The page has a blue header with the Microsoft logo and 'Higher Education Learning Program'. A red callout bubble points to the 'Sign In' button in the top right corner with the text 'Click here to Sign In with your Windows Live ID.'.

On the left, there is a navigation menu with links: Home, Online Learning, Demo E-Learning, E-Learning FAQ, and Contact Us.

The main content area features a 'Welcome, Higher Education Learning Program Student' message. Below this, there is a section titled 'Microsoft Higher Education Learning Program' with the following text:

The Microsoft Higher Education Learning Program provides a wealth of e-learning resources to help you extend your skills and knowledge.

If you have previously entered your student access code you may sign in now to your online courses by clicking the **Access Courses** button below.

[Access Courses](#)

Enter student access code

If this is your first visit to the online learning site, sign in with your Windows Live™ ID, review and accept the Microsoft Software License Terms, and enter and submit your access code below.

Note that access codes are case-sensitive. Ensure that you include dashes and all other text exactly as furnished to you.

Accepting the license terms and entering the access code is a one-time process for each content area for which you have been given access. Access online courses directly on future visits by clicking the **Access Courses** button above.

☐ I have read and accept the Microsoft Software License Terms.

[View license terms](#)

Enter access code

At the bottom, there are links for 'Manage Your Profile' and 'Contact Us', and a copyright notice: '©2010 Microsoft Corporation. All rights reserved. [Terms of Use](#) | [Trademarks](#) | [Privacy Statement](#) This site is hosted for Microsoft by Element K.'

Sign in with your Windows Live ID:

Internet Explorer

https://login.live.com/login.srf?wa=wsignin1.0&rspsrv=11&ct=1283386823&rver=6.0.5276.0&wp=MCMBl&wreph... Microsoft Corporation [US]

Microsoft

Search Microsoft.com for: Go

Registration for the Microsoft Higher Education Learning Program

To register this beta product, you are required to sign in with a Windows Live™ ID.

To get started, sign up for a Windows Live™ ID

[Sign up now](#)

Have an **MSN Hotmail, MSN Messenger, or Passport account?** It's your **Windows Live ID.**

Sign in to Microsoft

E-mail address:

Password: [Forgot your password?](#)

[Sign in](#)

☐ Save my e-mail address and password

☒ Save my e-mail address

☐ Always ask for my e-mail address and password

Windows Live ID
Works with Windows Live, MSN, and Microsoft Passport sites
[Privacy Statement](#)

[Manage Your Profile](#)

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Enter your profile information:

Registration for the Microsoft Higher Education Learning Program

Thank you for taking the time to fill out the following online form. If you do not want to submit your information, click **Cancel**.

* Indicates a required field

Please complete the following form to register for the Microsoft Higher Education Learning Program.

My Name (Personal Information)

* First Name

* Last Name

Middle Name/Initial

Additional Last Name

Prefix

Suffix/Title

Enter your profile details such as First Name, Last Name, email address (this can be your Windows Live ID), role, location, etc.

*** My E-Mail Address**

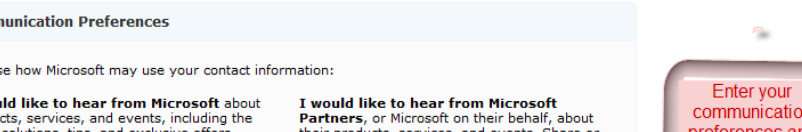
*** What is your primary role in your company or organization?**

Director

*** Country/Location**

United States

Enter your communication preferences and click 'Finish':



The screenshot shows a 'Communication Preferences' dialog box. It contains two columns of text, each followed by a checkbox labeled 'E-Mail Address'. The first column has a checked checkbox, and the second has an unchecked checkbox. Below these is a 'Note' about privacy settings and a link to a 'privacy statement'. At the bottom are 'Finish' and 'Cancel' buttons. A red callout bubble with a pointer to the 'Finish' button contains the text: 'Enter your communication preferences and click 'Finish''.

Communication Preferences

Choose how Microsoft may use your contact information:

I would like to hear from Microsoft about products, services, and events, including the latest solutions, tips, and exclusive offers.

☒ E-Mail Address

I would like to hear from Microsoft Partners, or Microsoft on their behalf, about their products, services, and events. Share or use my details with Microsoft Partners.

☐ E-Mail Address

Note: These settings will not affect other newsletters or mandatory service communications from Microsoft. To learn how to set your contact preferences for other Microsoft sites, read the [privacy statement](#).

Finish Cancel

Enter your communication preferences and click 'Finish'

Verify your email account by going to your email inbox and following the instructions provided. Click Finish.

Microsoft Higher Education Learning Program - Windows Internet Explorer

https://profile.microsoft.com/RegSysProfileCenter/wizard.aspx?WizID=a80628ef-98ca-4ecf-b9f5-90b07dc88b77&cid=1033&fu=https%253a%252f...

Microsoft

Verify Ownership of your E-mail Address

To better protect your privacy, Microsoft requires that you verify ownership of your e-mail address prior to sending you information.

Your e-mail address: **helpsitetest@hotmail.com**

Instructions: An e-mail message has successfully been sent to your inbox. To complete the process follow the instructions below.

1. Go to your inbox at the address above.
2. Open the verification message from 'Microsoft' with the subject line 'Verification E-Mail'.
3. Click the link in the body of the e-mail or follow the instructions.

Note: If you close this browser window before completing the verification process, you may also be asked to sign in with your Windows Live™ ID.

Trouble Shooting: If you have trouble receiving your Inbox Verification E-mail, try the following:

Wrong Address
Make sure that you have typed in the correct e-mail address (displayed above). You may correct any mistakes by returning to the Profile Center and editing your e-mail address.

Junk Mail Filter
Make sure that the Verification E-mail did not get filtered into the junk mail folder of your e-mail application.

Blocked by ISP
In some cases e-mails may be accidentally blocked by anti-spam technology used by your Internet Service Provider (ISP). Contact your ISP and ask them if they are blocking e-mail sent by 'Microsoft'.

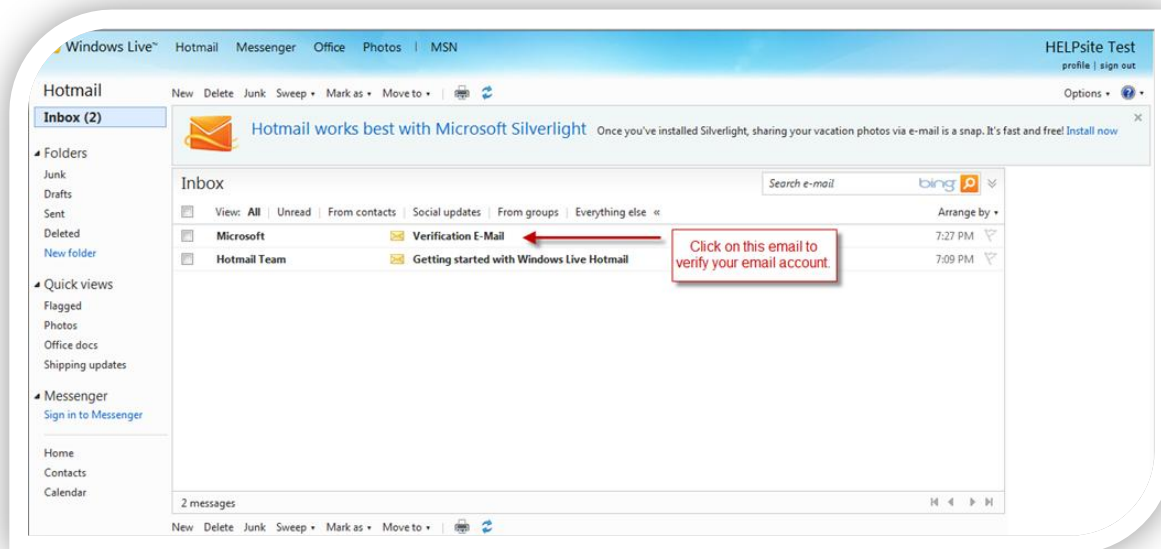
Contact Us
If you are still unable to receive the Verification E-mail after three attempts, [Contact Us](#)

[Finish](#) [Click Finish](#)

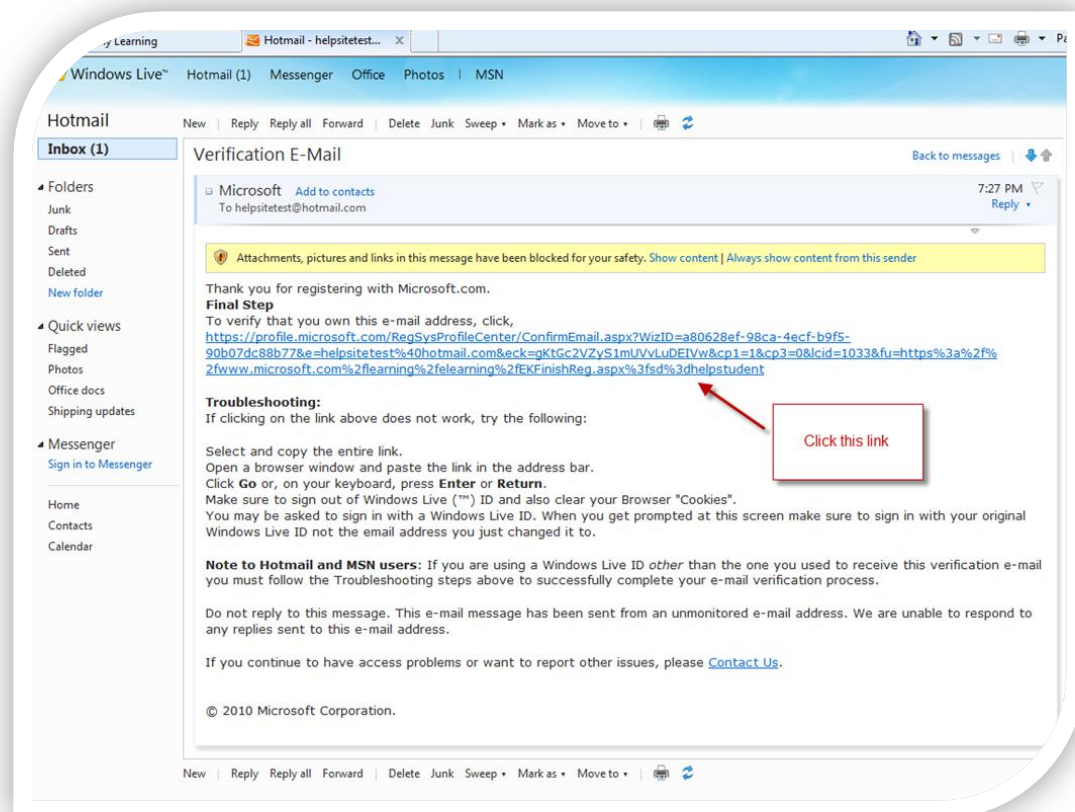
[Manage Your Profile](#)

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You **must verify your email account** before you move forward. Open your email by going to the designated email inbox identified in the verification email message you received on screen and click on the verification email provided:



The verification email will look like this:



You may receive a security warning, click 'OK' to move forward.

Thank you for registering with Microsoft.com.

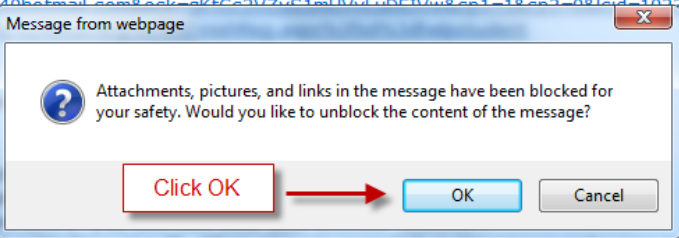
Final Step

To verify that you own this e-mail address, click,
<https://profile.microsoft.com/RegSysProfileCenter/ConfirmEmail.aspx?WizID=a80628ef-98ca-4ecf-b9f5-90b07dc88b77&e=helpsitetest%40hotmail.com&ek=ek%2F7uF1etUy4uDEF6u8ee1-18ee2-08&id=1022&fu=https%3a%2f%2fwww.microsoft.com%2flearn>

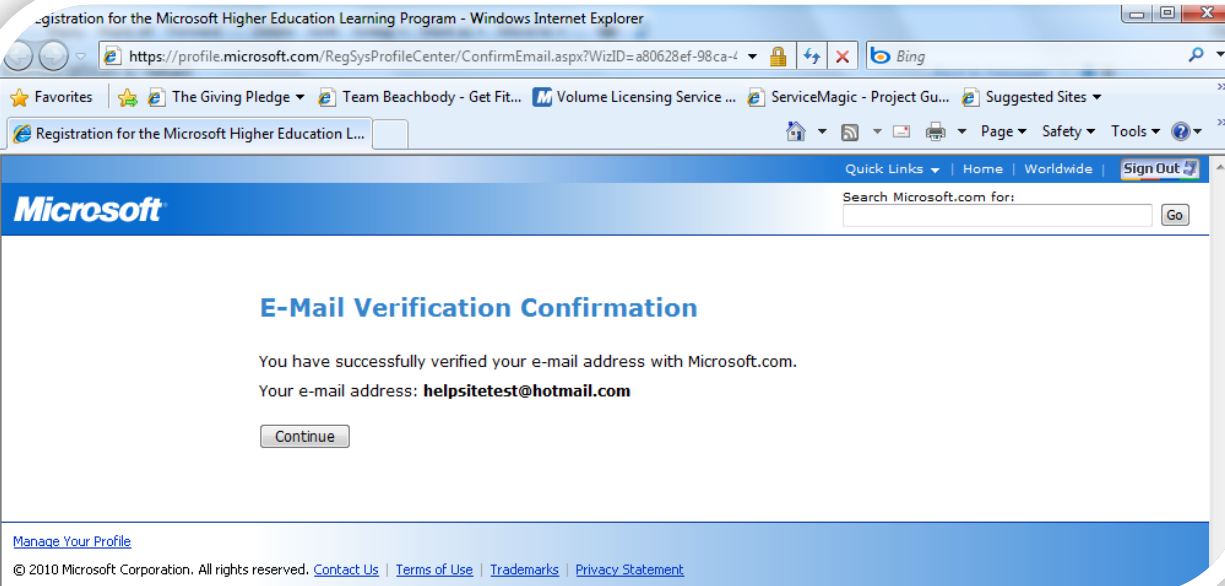
Troubleshooting:
If clicking on the link above does not work, follow these steps:

Select and copy the entire link.
Open a browser window and paste the link.
Click **Go** or, on your keyboard, press **Enter**.
Make sure to sign out of Windows Live.
You may be asked to sign in with a Windows Live ID. When you get prompted at this screen make sure to sign in with your original Windows Live ID not the email address you just changed it to.

Note to Hotmail and MSN users: If you are using a Windows Live ID *other* than the one you used to receive this verification e-mail you must follow the Troubleshooting steps above to successfully complete your e-mail verification process.



Once you have successfully verified your email, you will see the confirmation page and you click 'Continue':



You will be redirected to the HELP student site- <http://helpstudent.microsoftlearning.com> to redeem your access code.

First step is to copy the access code you received in an email that looks similar to the following:

SUBJECT: Microsoft Online Training

Dear <First Name Last Name here>

You have been provided access to online training for Microsoft products. These courses will prepare you for any and all of your needs as it relates to Microsoft software.

Access Your Online Training

In order to get started you must redeem the access code below, by completing the following steps:

1. Create your account login with a Windows Live™ ID
 - a. <https://signup.live.com/signup.aspx?rollrs=12&lic=1>.
 - b. Be sure to select 'Or get a Windows Live e-mail address'
 - c. Create an '@hotmail.com' or '@live.com' email
 - d. Select 'Or choose a security question for password reset'
 - e. Enter your first name, last name, country, state, zip, gender, and birth year
 - f. Click 'I accept'
 - i. **Be sure to write down your Windows Live ID information. You will need it each time you login.**
2. Go to: <http://helpstudent.microsoftlearning.com>
3. You are prompted to sign in – use your Windows Live ID.
4. Input your access code and details:
 - a. Access Code: [####-AAAAAA#-####]
 - b. Read and Accept the License agreement
5. Enter your profile information.
6. Arrive at the Product Selection page.
7. Click the radio button next to the collection of courses you wish to take and click 'Submit'.
 - a. NOTE: You may only select one collection per access code. If you need additional content please contact us to request an additional access code.
8. Click on My Learning to view and access your online training courses.

Copy your access code provided in your email.
(ctrl+c on your keyboard)

Go to <http://helpstudent.microsoftlearning.com>. Read the license agreement and click on the check box, enter your access code and click 'Submit':

The screenshot shows the Microsoft Higher Education Learning Program website. At the top, there is a navigation bar with the Microsoft logo and links for "Microsoft.com Home" and "Site Map". Below this, the page title is "Higher Education Learning Program". On the left, there is a sidebar with a "Home" link and an "Online Learning" section containing links for "Demo E-Learning", "E-Learning FAQ", and "Contact Us". The main content area features a large banner with a smiling student and the text "Welcome, Higher Education Learning Program Student". Below the banner, there is a section titled "Microsoft Higher Education Learning Program" with a description of the program and a link to "Access Courses". A section titled "Enter student access code" provides instructions for new users and includes a checkbox for accepting the Microsoft Software License Terms. A text box for the access code contains "1234-WATest-5678", and a "Submit" button is next to it. A red callout box points to the "Submit" button with the text: "View the license terms, click the box, enter your access code and click 'Submit'". At the bottom, there is a footer with links for "Manage Your Profile" and "Contact Us", and a copyright notice for 2010 Microsoft Corporation.

Microsoft.com Home | Site Map

Microsoft®

Higher Education Learning Program

Home

Online Learning

Demo E-Learning

E-Learning FAQ

Contact Us

Sign Out

Welcome,
Higher Education Learning Program Student

Microsoft Higher Education Learning Program

The Microsoft Higher Education Learning Program provides a wealth of e-learning resources to help you extend your skills and knowledge.

If you have previously entered your student access code you may sign in now to your online courses by clicking the **Access Courses** button below.

[Access Courses](#)

Enter student access code

If this is your first visit to the online learning site, sign in with your Windows Live™ ID, review and accept the Microsoft Software License Terms, and enter and submit your access code below.

Note that access codes are case-sensitive. Ensure that you include dashes and all other text exactly as furnished to you.

Accepting the license terms and entering the access code is a one-time process for each content area for which you have been given access. Access online courses directly on future visits by clicking the **Access Courses** button above.

☒ I have read and accept the Microsoft Software License Terms.
[View license terms](#)

Enter access code
1234-WATest-5678 [Submit](#)

View the license terms, click the box, enter your access code and click 'Submit'

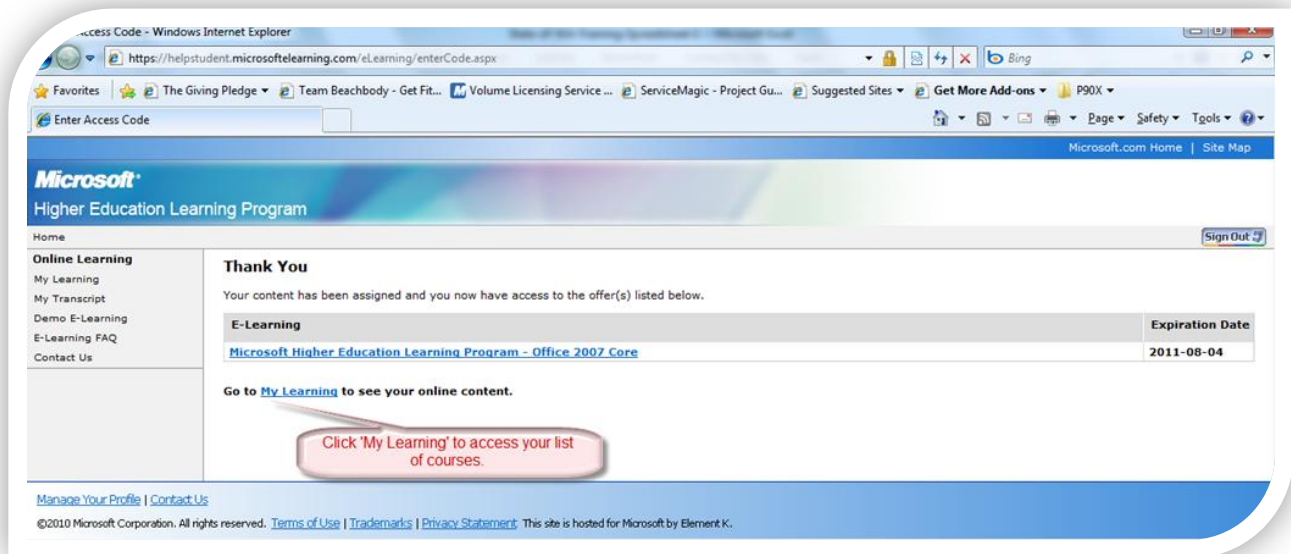
[Manage Your Profile](#) | [Contact Us](#)

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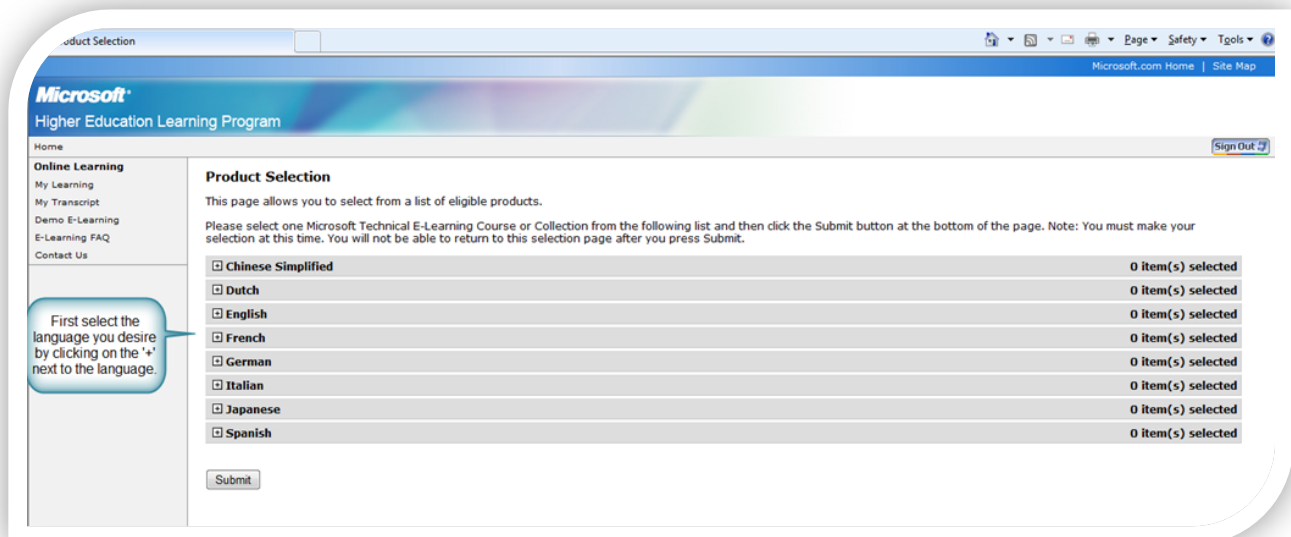
You now arrive on one of two pages:

1. A confirmation page confirming your registration and which E-Learning subscriptions you have access to.
2. A page where you select your E-Learning collection to access your content.

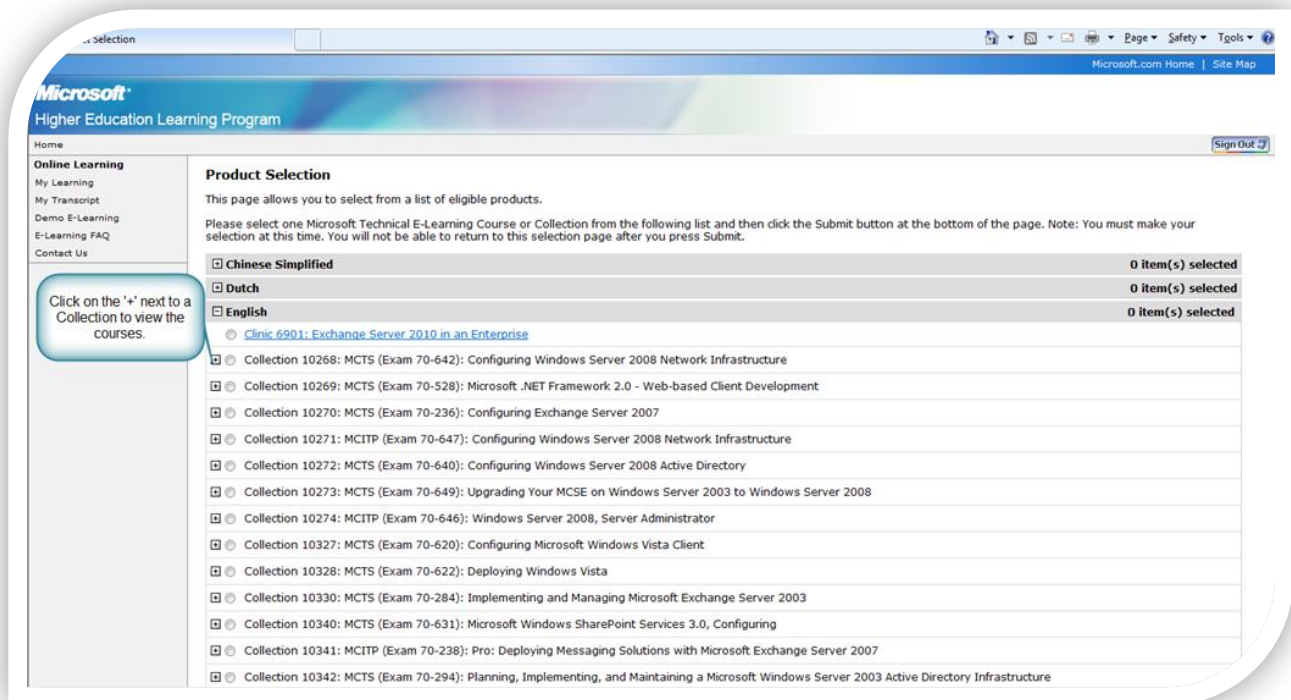
1 Confirmation Page – simply click on My Learning to view and access your e-learning



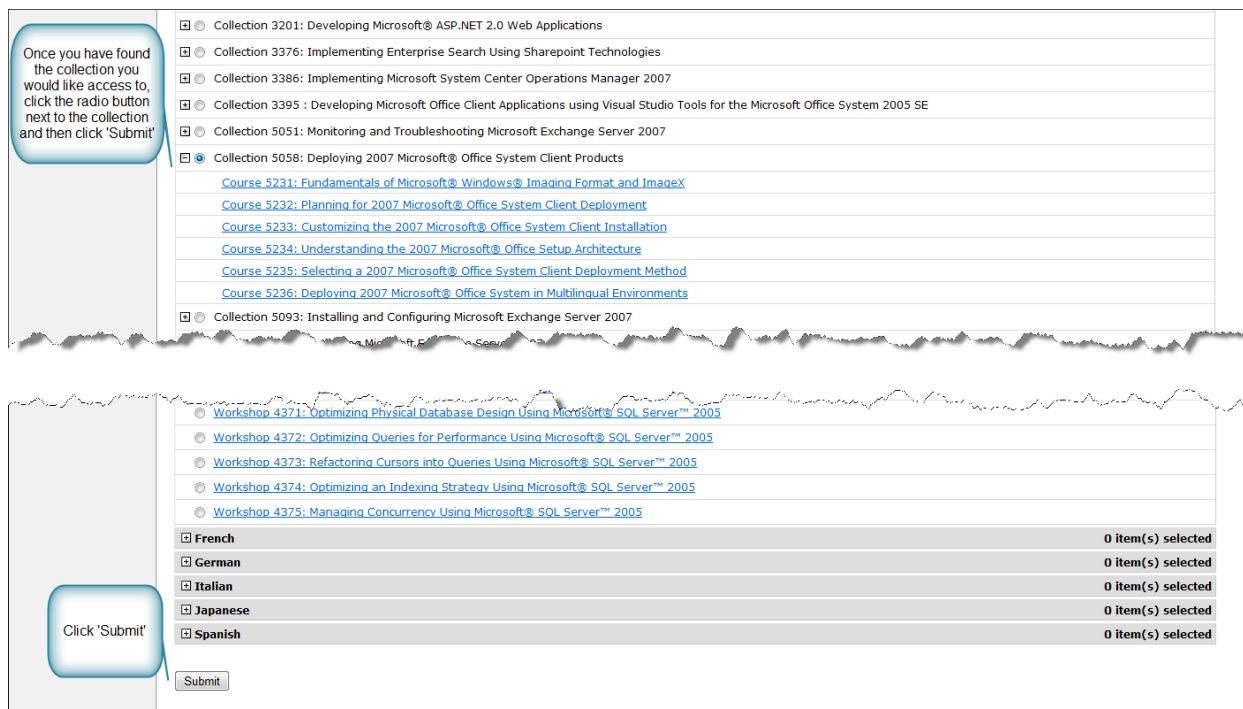
2 E-Learning collection selection page



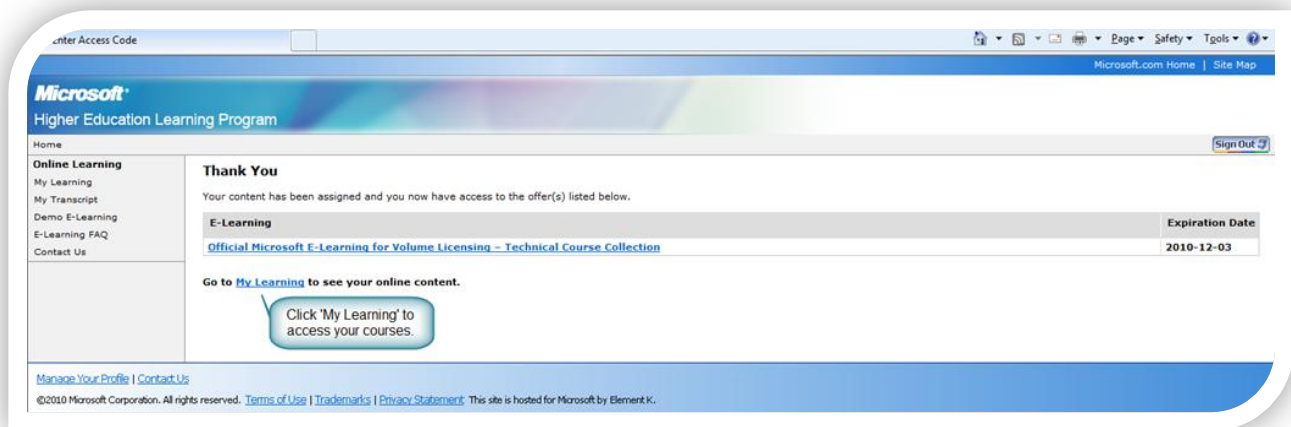
Next you can review the courses within each collection.



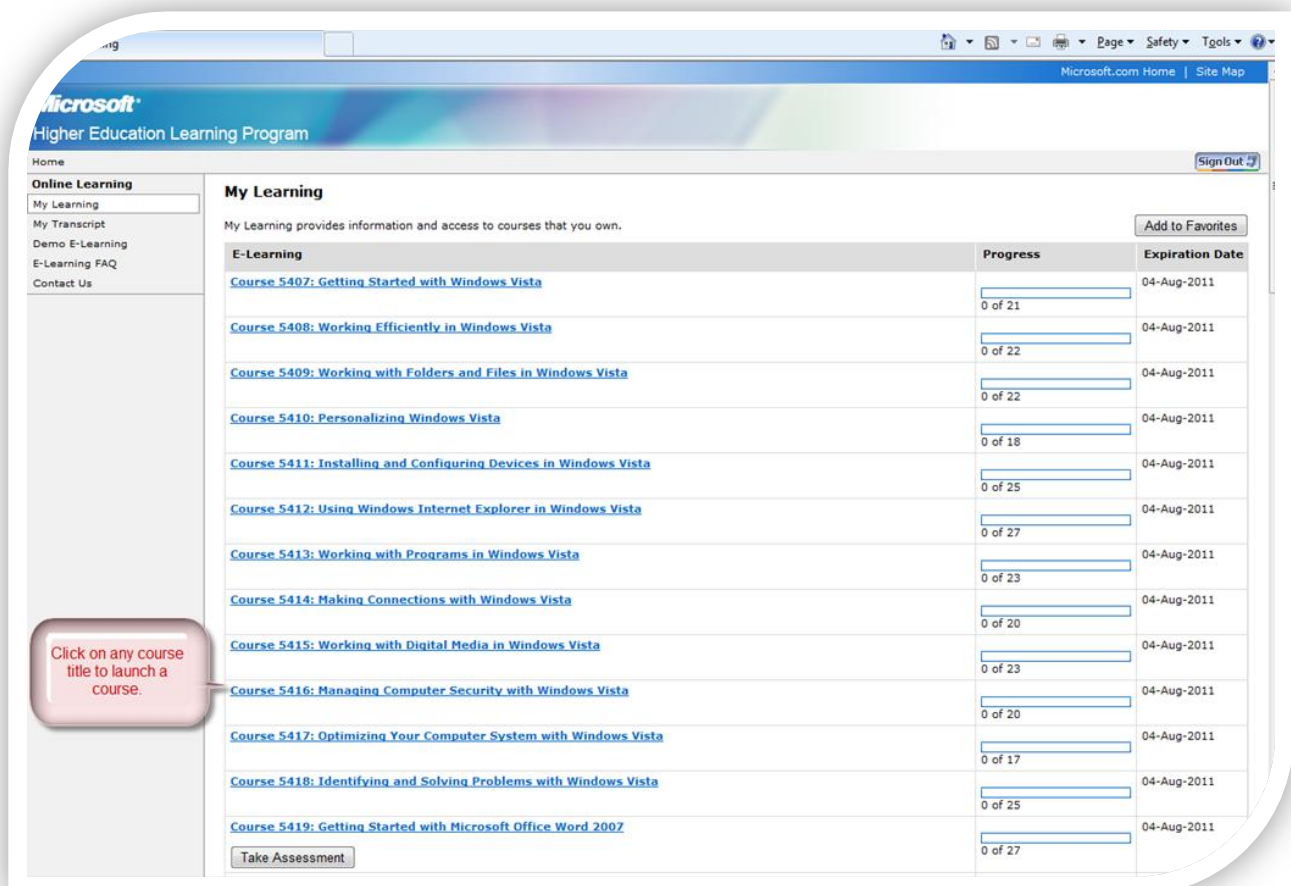
Select the collection and then click 'Submit':



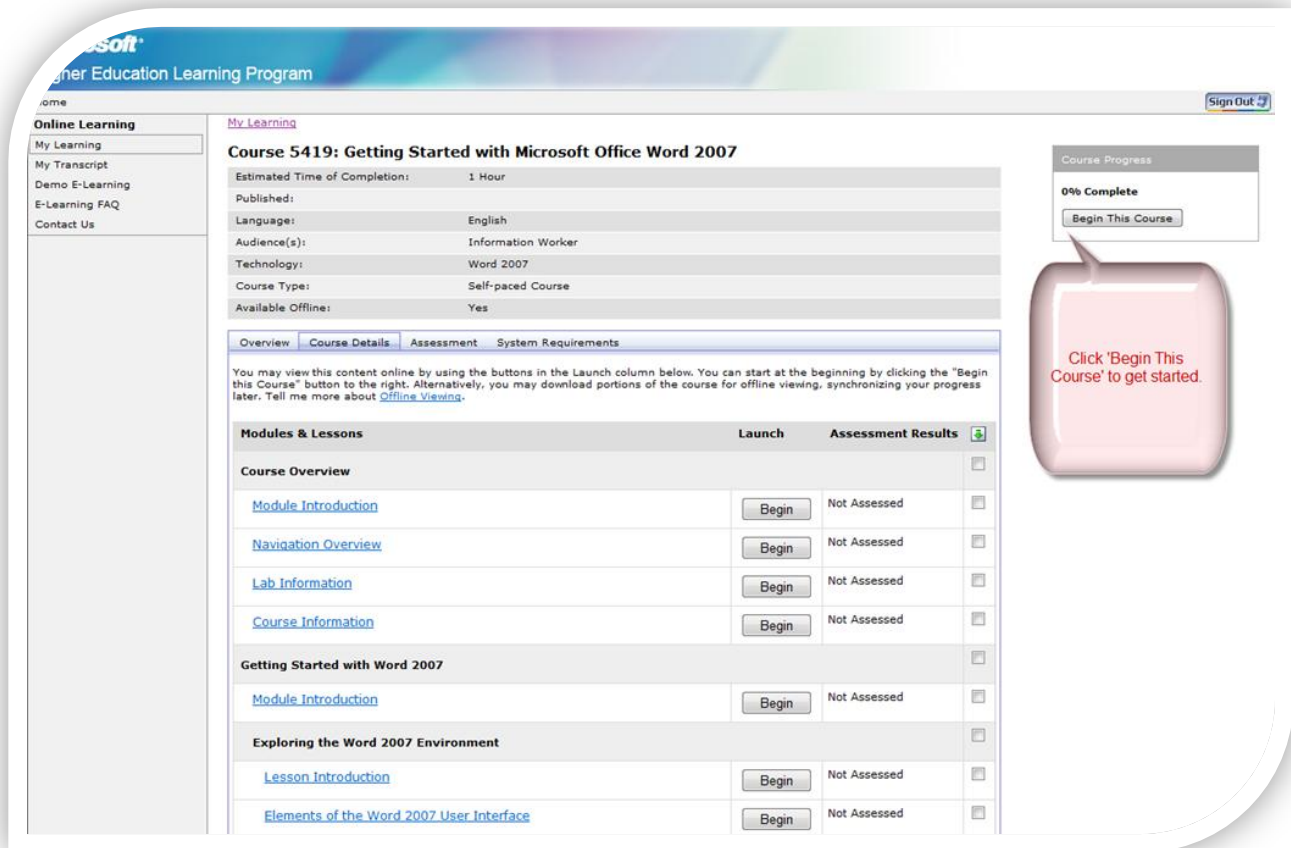
You arrive on the confirmation page that will look similar to the following and click on 'My Learning' to access your courses:



You should now see your courses listed on the My Learning page and just click on any course title to view the course detail page and launch the course.



Click 'Begin This Course' to start your course:



Microsoft®
Higher Education Learning Program

Home Sign Out

Online Learning

- My Learning
- My Transcript
- Demo E-Learning
- E-Learning FAQ
- Contact Us

My Learning

Course 5419: Getting Started with Microsoft Office Word 2007

Estimated Time of Completion: 1 Hour

Published: [blank]

Language: English

Audience(s): Information Worker

Technology: Word 2007

Course Type: Self-paced Course

Available Offline: Yes

Overview **Course Details** Assessment System Requirements

You may view this content online by using the buttons in the Launch column below. You can start at the beginning by clicking the "Begin this Course" button to the right. Alternatively, you may download portions of the course for offline viewing, synchronizing your progress later. Tell me more about [Offline Viewing](#).

Modules & Lessons	Launch	Assessment Results
Course Overview		
Module Introduction	Begin	Not Assessed
Navigation Overview	Begin	Not Assessed
Lab Information	Begin	Not Assessed
Course Information	Begin	Not Assessed
Getting Started with Word 2007		
Module Introduction	Begin	Not Assessed
Exploring the Word 2007 Environment		
Lesson Introduction	Begin	Not Assessed
Elements of the Word 2007 User Interface	Begin	Not Assessed

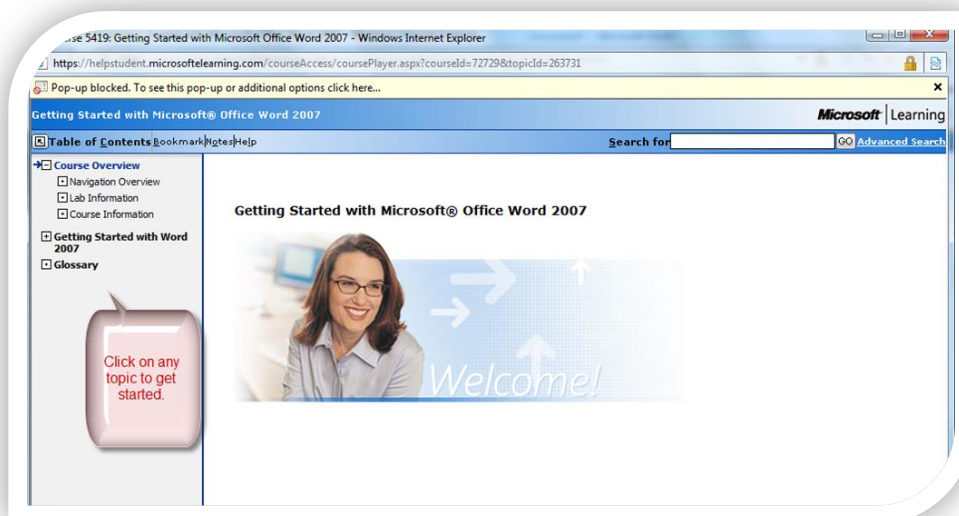
Course Progress

0% Complete

[Begin This Course](#)

Click 'Begin This Course' to get started.

A new window will open to your course and you click on any topic to get started:



Course 5419: Getting Started with Microsoft Office Word 2007 - Windows Internet Explorer

https://helpstudent.microsoftlearning.com/courseAccess/coursePlayer.aspx?courseId=72729&topicId=263731

Pop-up blocked. To see this pop-up or additional options click here...

Getting Started with Microsoft® Office Word 2007

Microsoft | Learning

Table of Contents | bookmark | help

Search for: GO Advanced Search

- Course Overview
 - Navigation Overview
 - Lab Information
 - Course Information
- Getting Started with Word 2007
- Glossary

Click on any topic to get started.

Getting Started with Microsoft® Office Word 2007

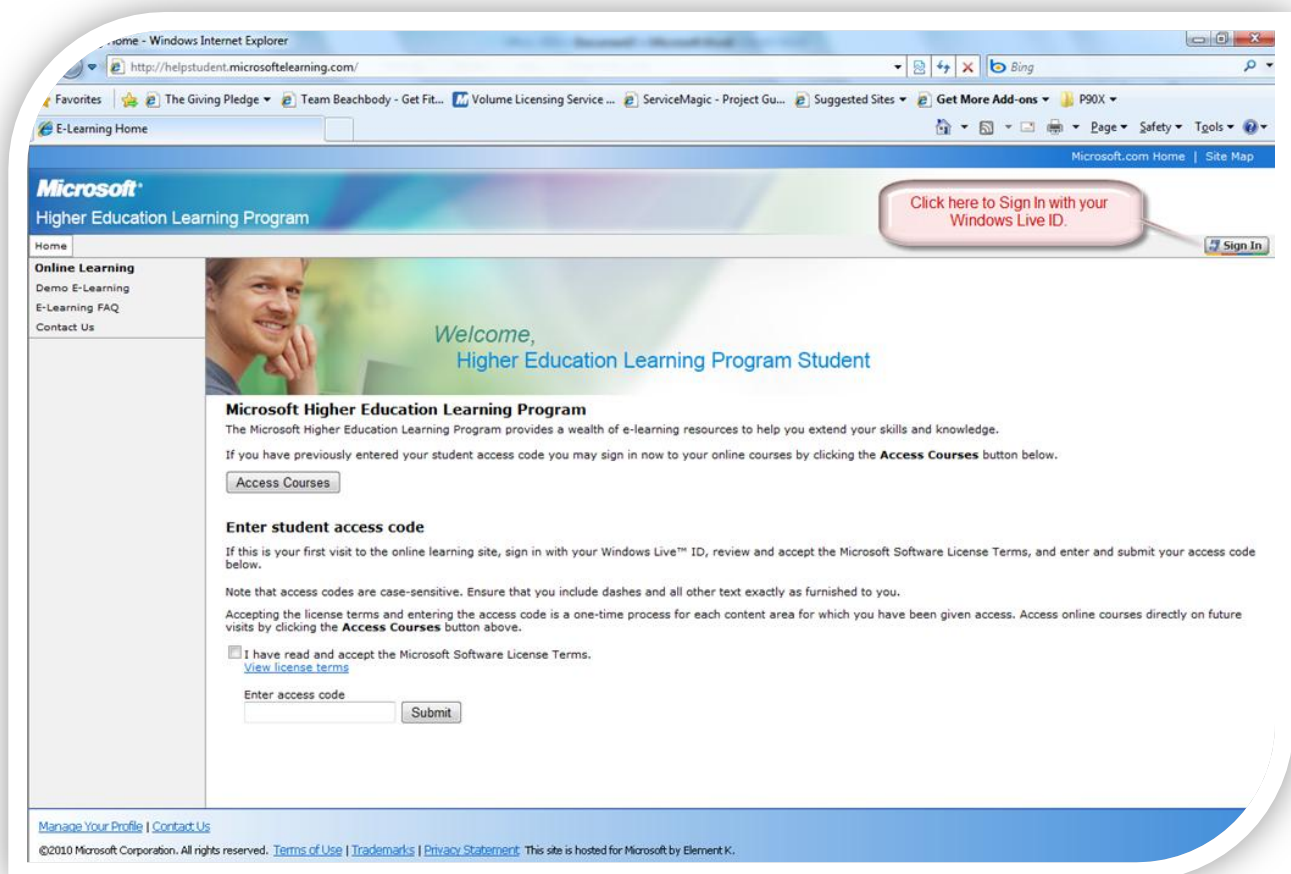
Welcome!

Returning to your E-Learning courses

Step 1 – Go to the Student home page and login

Go to <http://helpstudent.microsofttelearning.com>

Click 'Sign in' in the upper left hand corner:



Sign in with your Windows Live ID:

Internet Explorer

https://login.live.com/login.srf?wa=wsignin1.0&rspsrv=11&ct=1283386823&rver=6.0.5276.0&wp=MCMBI&wreph... Microsoft Corporation [US]

Microsoft

Search Microsoft.com for: Go

Registration for the Microsoft Higher Education Learning Program

To register this beta product, you are required to sign in with a Windows Live™ ID.

To get started, sign up for a Windows Live™ ID

[Sign up now](#)

Have an **MSN Hotmail, MSN Messenger, or Passport account?** It's your **Windows Live ID.**

Sign in to Microsoft

E-mail address:

Password: [Forgot your password?](#)

[Sign in](#)

☐ Save my e-mail address and password

☒ Save my e-mail address

☐ Always ask for my e-mail address and password

Windows Live ID
Works with Windows Live, MSN, and Microsoft Passport sites
[Privacy Statement](#)

[Manage Your Profile](#)

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Step 2 – Pick up where you left off or start new E-Learning courses

To go to the courses you last accessed, click on 'My Transcripts':

Microsoft® Higher Education Learning Program

Home

Online Learning

My Learning

My Transcript

Demo E-Learning

E-Learning FAQ

Contact Us

My Transcript

My Transcript provides information and attendance history for courses that you own and have accessed. You will also find information for assessments that you have taken.

E-Learning	First/Last Accessed	Progress	Date Last Assessed	Questions Correct
Course 5419: Getting Started with Microsoft Office Word 2007	02-Sep-2010 through 02-Sep-2010 View Attendance History	2 out of 27 finished	Not Assessed	

Manage Your Profile | Contact Us

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To start new courses, go to My Learning, and select a course from your list of courses:

Microsoft® Higher Education Learning Program

Home

Online Learning

My Learning

My Transcript

Demo E-Learning

E-Learning FAQ

Contact Us

My Learning

My Learning provides information and access to courses that you own.

[Add to Favorites](#)

E-Learning	Progress	Expiration Date
Course 5407: Getting Started with Windows Vista	0 of 21	04-Aug-2011
Course 5408: Working Efficiently in Windows Vista	0 of 22	04-Aug-2011
Course 5409: Working with Folders and Files in Windows Vista	0 of 22	04-Aug-2011
Course 5410: Personalizing Windows Vista	0 of 18	04-Aug-2011
Course 5411: Installing and Configuring Devices in Windows Vista	0 of 25	04-Aug-2011
Course 5412: Using Windows Internet Explorer in Windows Vista	0 of 27	04-Aug-2011
Course 5413: Working with Programs in Windows Vista	0 of 23	04-Aug-2011
Course 5414: Making Connections with Windows Vista	0 of 20	04-Aug-2011
Course 5415: Working with Digital Media in Windows Vista	0 of 23	04-Aug-2011
Course 5416: Managing Computer Security with Windows Vista	0 of 20	04-Aug-2011
Course 5417: Optimizing Your Computer System with Windows Vista	0 of 17	04-Aug-2011
Course 5418: Identifying and Solving Problems with Windows Vista	0 of 25	04-Aug-2011
Course 5419: Getting Started with Microsoft Office Word 2007	2 of 27	04-Aug-2011

[Take Assessment](#)

Redeeming an Access Code for additional e-learning course collections

Step 1 – Go to the Student home page and login

Go to <http://helpstudent.microsoftlearning.com>

To select additional course collections available in Plans 4 (expanded Microsoft Office collections) or Plan 5 (Information Technology for Professionals) you have to enter a second code.

Step 2 - Enter the access code in the field provided (see below)

Step 3 - Click on the Sign In button

Make sure to enter the access code prior to clicking on the Sign In button

The screenshot shows the Microsoft Higher Education Learning Program website in a Windows Internet Explorer browser. The address bar shows the URL <http://helpstudent.microsoftlearning.com/>. The page features a Microsoft logo and the title "Higher Education Learning Program". A left sidebar contains links for "Home", "Online Learning", "Demo E-Learning", "E-Learning FAQ", and "Contact Us". The main content area includes a "Welcome, Higher Education Learning Program Student" message, a "Microsoft Higher Education Learning Program" heading, and a description of the program. Below this is an "Access Courses" button. A section titled "Enter student access code" provides instructions for first-time users and includes a checkbox for accepting the license terms. A text input field labeled "Enter access code" is present, with a "Submit" button next to it. A red callout bubble points to the "Submit" button with the text "Step 2: Enter the second access code here." Another red callout bubble points to the "Sign In" button in the top right corner with the text "Step 3: Click on Sign In". The footer contains links for "Manage Your Profile" and "Contact Us", along with copyright information for 2010 Microsoft Corporation.

Step 3: Click on Sign In

Step 2: Enter the second access code here.

Frequently Asked Questions

What if I have problems with creating a Windows Live ID?

If you have problems creating a Windows Live ID, you may contact the Windows Live ID help center and find answers to your questions or submit your own question: <http://explore.live.com/windows-live-help-center>.

What if I already have a Windows Live ID? Do I have to create another Windows Live ID?

If you already have a Windows Live ID, you are more than welcome to only use that Windows Live ID.

What if I forget my Windows Live ID and password?

It is critical that you write down your Windows Live ID and save it in a place you will remember, if you lose your Windows Live ID information, there is not a way to find your ID.

If you remember your Windows Live ID, but forgot your password, here is where you can find instructions on how to reset your password: <http://explore.live.com/windows-live-account-reset-password-forgot-faq>.

If you cannot remember your Windows Live ID, you will need to start the process over from the beginning. To do this, you will need to contact the WorkSource Center where you requested access to E-Learning to receive a new access code and then follow the steps outlined in this document.

What if there are problems signing in with my Windows Live ID?

Windows Live ID may have systems issues or scheduled downtime, to see if Windows Live ID is having systems issues or downtime, you may review the messages found in alerts: <http://windowslivehelp.com/product.aspx?productid=11>.

What if I lost my access code to access E-Learning?

If you have lost your access code, please contact the WorkSource Center where you originally obtained your access code to request another access code.

What if I do not find the E-Learning course I am looking for?

If you do not find the E-Learning course you need in My Learning, please contact your WorkSource Center and ask them to provide you a Technical Collection code and a Desktop Collection code. Before you redeem your access codes, be sure to write down the collection number where the course you wish to take resides. You can search for courses and their associated collections in the training catalog here:

<http://learning.microsoft.com/Manager/Catalog.aspx?brand=learning>.

Next to Search Catalog, be sure to select 'Online Training' in the All Training Formats box.

What if I am having problems with the HELP website or my E-Learning course?

Please contact the E-Learning Service Center:

Area of support	Contact information
Microsoft E-Learning and Microsoft E-Reference	(800) 636 7544 E-mail: e-learn@microsoft.com

Be sure to have the following information ready:

- First and last name
- Phone number where we can reach you
- Country or region where you are located
- Email address (Windows Live ID) that you used to sign in
- Website URL where the problem occurred
- Detailed description of the problem (step by step)
- A screen shot of the error message, if possible
- Date and (approximate) time that the error occurred
- Course title and course number that you are referring to

How to obtain your unique ID:

1. Go to the [Windows Live sign-in page](#)
2. Sign in by entering the email address and password associated with your Windows Live account.
3. In the middle of the page, click **Registered Information**.
4. Scroll to the bottom of the page to locate your unique ID.